



## **Frozen Water and Sewer Lines Policy**

### **PROCEDURE:**

- Residents will be asked to monitor the temperature of their water. If the water temperature reaches 35 degrees F. or lower, they must contact City Hall or the Water/Sewer Department.
- After notifying the City, they should let a trickle of cold water run from one faucet throughout the day and night and continue to do so until the water temperature is above 35 degrees.
- Residents that have notified the City and have had to leave their water trickle will have their utility bill adjusted to their average use.
- Residents that provide water to another resident whose lines have frozen will have their utility bill adjusted to their average use.

### **PURPOSE:**

The purpose of this policy is to provide the City of Hokah procedures in the event of frozen water and sewer lines. Procedures identified in this policy are intended to maintain City wide formality and to identify responsibility of maintenance and repair. The City will provide such maintenance in a safe and cost effective manner, keeping in mind safety, budget, personnel, and environmental concerns.

### **SCOPE:**

The City will provide a service of checking frozen service lines. Once notified of a frozen service, we will respond and assist with the determination of location of frozen service. If we are unable to determine the exact location of freeze, the home owner shall notify a plumbing contractor of their choice to determine the freeze location.

**RESPONSIBILITIES:**

1. The City of Hokah is responsible for frozen water mains.
2. The City of Hokah is responsible for frozen sewer mains.
3. Property Owners are responsible for laterals from house to the water main.
4. Property Owners are responsible for frozen sewer lines from house to sewer main.

**PRIORITIES OF SERVICE:**

The City will respond to calls regarding frozen lines on a first come, first serve basis.

**PROCEDURES FOR THAWING OF FROZEN SERVICE LATERALS:**

If it is determined that the City Water and/or Sewer Main is frozen, the City will be responsible for thawing the Main only, not frozen plumbing or laterals hooking up to the main.

If it is determined that it is the lateral line is frozen, the City will provide the home owner information of licensed contractors to assist with thawing the pipe. The home owner shall be responsible for any thawing, digging, street repairs, and other costs accrued while thawing the lateral line.

The City will use hot water or steam in its thawing operations when available. The use of electric pipe thawing machines or welding machines is sometimes not safe, and persons using same will be held liable if any damage occurs.

The City reserves the right to deviate from this policy at any time if deemed to be in the best interests of the City and its Residents based on safety and economic considerations.

**POLICY APPROVAL:**

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(Mayor of Hokah)

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(Date)